

Summary of
Lexmark Imaging Solutions
Skyline Center

7777 Forney Road, Dallas, Texas 75227
August 5, 2005

HISTORY OF CONSUMABLES:

Our Lexmark printer installation at Skyline Center was November 22, 2005. We received in excess of 280 devices.

We received no special instructions, guidance, or advice concerning how, when, or in what manner consumable supplies would be ordered, purchased, or requisitioned. We were given no information concerning from which source, budget, or department the funds would come to pay for these consumables. Initially, we received no information about what person, department, or office to call to get those instructions.

December 15, 2004, I was asked to submit an order for consumables to be placed with the Martinez Group and that funds would be made available to cover us for the remainder of the school year. December 16, 2004, I submitted an order for \$51,951.90 worth of consumables based on my best estimates of our needs.

My request was rejected, dismissed, criticized, and delayed. In late January, 2005, I was given approval to submit an order of approximately \$5000 every two weeks. I ordered and received consumables totaling \$41,930.34. We made it to the end of the school year successfully and I have a modest inventory with which to begin school this fall. There was a period of approximately two weeks when we were effectively "shut down" in our mass copy room due to lack of toner. We were told by our vendor that no toner was available for our Model 820 MFD due to the factory's inability to keep up with the immediate demand.

EQUIPMENT STATUS UPON ARIVAL:

Several devices arrived damaged or defective out of the box. Over half of the individual workstation printers were not configured correctly and did not match the others in the same shipment. Several large format printers intended for certain stations never appeared. Others were designated for areas other than those for which they were ordered.

INSTALLATION FOLLOW UP:

One entire building (major instructional area), the gyms and ROTC area, and fourteen portables were never supplied with any imaging devices. We were informed that the installation would be surveyed and inspected and that "exceptions" would be corrected when they revisited us in March, 2005. We are still waiting for that visit. In accordance with established procedure, we completed and submitted "Exception" forms with details of each omission, incompleteness, and misplacement after the initial installation. To date, we have not had a response to that submission.